

# QUALITY, HEALTH, SAFETY AND ENVIRONMENTAL POLICY

## Our commitment to excellence

### Customer satisfaction

We put our customers in the center of our attention, cooperating as partner to fulfil expectations and providing our best solutions. Our high class logistics services ensure proper satisfaction, as each and every one in our organization goes the extra mile. We regularly evaluate customer satisfaction on global level to take overarching improvement potentials to every customer. To achieve this goal, we rely on our corporate values “we take it personally / “passion for excellence” / “better than others”.

### Quality

We base our work on a global integrated Quality Management System (QMS) as per the ISO 9001 / 14001 standards, ensuring continuous improvement and sustainability of our services. Active learning from our customer’s feedback and improving ourselves from possible occurrences enable us to get better every day.

### Health and Safety

cargo-partner is committed to provide productive, safe and healthy workplaces for their employees worldwide. Employees are the most valuable asset and protecting their health is crucial for the success and future of cargo-partner. We follow applicable law to ensure a secure environment. Mandatory trainings for all persons involved in handling of hazardous materials ensures compliance and provides confidence for this sensitive part of our operations.

### Training, development and leadership

A highly qualified and motivated staff is the basis for a successful business. We encourage our employees to pursue continuous learning and development through our cargo-partner academy. Regular awareness campaigns for QHSE matters ensure broad commitment throughout the company empowering our employees to participate actively in our programs. QHSE related targets are set in the yearly target setting process. Our executives share our corporate culture, act in a forward-looking manner and take on significant responsibility for corporate results and employee satisfaction.

## Compliance

We endeavor to act in a responsible manner and in accordance with the law, applicable standards and internal regulations all the time. Our Code of Conduct defines the ethical and legal framework for our corporate actions – led by our Corporate Compliance Department – and covers our shared values and consequent internal behavioral norms.

## Sustainable operations with our business partners

We aim for trust-based, long-term relationships with our partners. By establishing our Supplier’s Code of Conduct we ensure compliance with our high standards in Business Integrity, Labor & Human rights, Health and Safety, but also our impact on climate and environment. Together with our partners we are able to offer cleaner fuels and more ecological transport technologies, making transportation more sustainable.

## Climate and Environment

Protection of climate and environment forms an integral part of our business principles. We are committed to environmental protection and to preventing negative environmental impacts wherever feasible. To minimize our carbon footprint, we will:

- Comply with all applicable environmental laws, regulations, and standards related to our operations, including waste management, emissions control, and resource use. Invest in energy-efficient technologies, reduce waste, and encourage the recycling of materials used in packaging, transportation, and warehousing.
- Incorporate environmentally friendly practices in all stages of our operations, from the selection of carriers to the optimization of routes and reducing fuel consumption.
- Work closely with suppliers, contractors, and customers to promote sustainable logistics solutions, such as using eco-friendly packaging and exploring low-emission vehicle options.